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Marie T. Breslin  
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July 20, 1993

Ex Parte

Mr. William Caton  
Acting Secretary  
Federal Communications Commission  
1919 M Street, N.W.  
Washington, D.C. 20554

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FEDERAL COMMUNICATIONS COMMISSION  
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Dear Mr. Caton,

Re: CC Docket No. 92-77 Billed Party Preference

At the request of Commission staff, Bell Atlantic is filing the following explanation of its estimated \$13 Million one time administrative costs associated with implementing a 0+ PIC in a Billed Party Preference (BPP) environment. These are costs that would be incurred if customers were given the option of a 0+ PIC and do not include any costs associated with notifying and/or rebalancing end users.

If the Commission required Bell Atlantic to give end users the option of choosing a separate 0+ PIC, all internal mechanized systems necessary to provision and maintain that option would require software modification. In Bell Atlantic's region the following systems would need to be modified to accept a new field identifying a customer's 0+ PIC: three service order processing systems; three Customer Record Information Systems (CRIS); the Business Office operating system; and the DataBase Administration System (DBAS) that updates the Line Information DataBase (LIDB).

In addition to updating customer records and performing any applicable billing (e.g., PIC change charge), the CRIS also generates mechanized reports of presubscribed customers for the Interexchange Carriers. CRIS programming changes would be required to produce these reports for both 0+ and 1+ customers.

Bell Atlantic would also need to establish new methods and procedures for handling customer requests for a separate 0+ PIC and subsequent 0+ PIC changes. Our administrative expense estimate also includes the one time cost associated with one hour of training for our 5000 service representatives to handle calls from customers regarding a separate 0+ PIC. Bell Atlantic estimates

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that approximately 50% of its customers will call the Business Office with questions on 0+ PIC and the minimum length of such a contact would be two minutes.

Please call me if you have any questions regarding this information. Please include this letter as part of the public record in this proceeding.

*Marie Busler*

cc: G. Phillips  
M. Nadel